



November 30, 2007

To whom it may concern

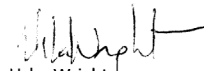
RE: Key Seminars

As a senior officer responsible for of global workforce strategy at ITT Industries, one of my challenges is to create a sustainable culture of inclusion that embraces, values, and leverages the diversity of its global work force. A key component of this cultural shift is training and education of all employees. Accordingly, I assigned a committee of senior HR leaders with the task of defining the training needs and selecting the right training resources and I am pleased to say that after evaluating dozens of training services providers, the committee selected 4 preferred suppliers, of which Key Seminars is one.

Key Seminars is selected because the principles, Coralie Rogers and Michelle Philips are deemed to be highly creative, imaginative and effective in connecting to the people and conveying the messages. Further, they have a sophisticated approach that aligns the corporate and division strategies with the key messages, thereby creating cogent business cases for inclusion in our diversified businesses. Key Seminars has conducted numerous sessions at various facilities in the United States, both in the Northeast and the South. I personally had the opportunity to participate in a few of their sessions and found the sessions to be engaging, focused, constructive, and reliable. But more significant is the outstanding positive feedback of the participants. It was clear that the people found the sessions to be thought provoking and valuable in their day to day business conduct and just about everyone noted that as a result of the sessions they were more conscious of what changes they can undertake in the workplace. In addition, many employees noted to me that these sessions were relevant to them not only in their professional lives but personal lives as well.

Ms. Rogers and Ms. Phillips with their boundless energies and hard work are delivering results and exceeding our expectations. Even though, of the four preferred service providers to ITT, Key Seminars is smaller in size, it has proven to be exemplary and thoroughly dependable. Therefore, I am pleased to recommend their services.

Sincerely Yours,


Usha Wright

Usha Wright
Senior Vice President and
Director of Global Workforce Strateg

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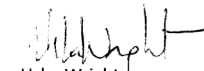
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